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HARYANA GOVERNMENT

INDUSTRIES & COMMERCE DEPARTMENT

Notification

The 27th May, 2026

No. 20/08/2026-4IB-1.— The Governor of Haryana is pleased to notify the ***'IT/ITeS, AI and Emerging Technologies Policy-2026'.*** This policy will be valid for a period of 05 years from the date of notification of this policy or the date of any new policy/amendment introduced by the Government of Haryana, whichever is earlier.

The policy has been concurred by the Finance Department *vide* their U.O. No.1/25/2026-3FD-III/2026/6328, 6330, 6325, 6331, 6327, 6329, 6332, 6326 dated 21.03.2026 and approved by the Council of Ministers in its meeting held on 18th May, 2026.

AMIT KUMAR AGRAWAL,
Commissioner & Secretary to Government Haryana,
Industries & Commerce Department.

Chandigarh:
The 27th May, 2026

Haryana IT/ITeS, AI and Emerging Technologies Policy 2026

Department of Industries & Commerce,

Government of Haryana

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List of Acronyms

AI	Artificial Intelligence
BPO	Business Process Outsourcing
CAPEX	Capital Expenditure
CGST	Central Goods and Services Tax
CM	Chief Minister
CoE	Centre of Excellence
Cr.	Crore
DPIIT	Department for Promotion of Industry and Internal Trade
ECE	Eligible Capital Expenditure
FAR	Floor Area Ratio
FCI	Fixed Capital Investment
FSI	Floor Space Index
GoH	Government of Haryana
GoI	Government of India
HEEP	Haryana Enterprises and Employment Policy
HEPB	Haryana Enterprise Promotion Board
HEPC	Haryana Enterprise Promotion Centre
ICT	Information Communication Technology
IGST	Integrated Goods and Services
Infra	Infrastructure
IoT	Internet of Things
IT	Information Technology
ITC	Input Tax Credit
ITeS	Information Technology Enabled Services
LAN	Local Area Network
NOC	No Objection Certificate
R&D	Research & Development
SGST	State Goods and Services Tax
TCP	Town & Country Planning

1. Overview

The information technology and digital services sector has emerged as a cornerstone of India's economic transformation, positioning the country as a global hub for technology-led innovation, digital services and knowledge-based exports. The Indian technology industry continues to demonstrate strong resilience and growth, with total revenues estimated at approximately USD 282.6 billion in FY2025 as per a report by NASSCOM, reflecting a 5.1% annual expansion and an incremental addition of nearly USD 13.8 billion. IT and BPM exports are estimated to have reached about USD 224 billion in FY2025, while the sector's contribution to national GDP remains significant at around 7%. The industry today employs nearly 5.8 million professionals and is expected to continue expanding as demand accelerates across artificial intelligence, cloud computing, cybersecurity, digital engineering and global capability centres.

Within this national landscape, Haryana has emerged as a frontrunner in driving India's digital transformation. Building on its legacy as a preferred destination for information technology and business process services, the State has attracted leading global enterprises, fostered a robust ecosystem of over 10,500 MSMEs, and enabled world-class service delivery through its strategic location within the National Capital Region and strong urban infrastructure. Haryana's IT/ITeS industry has achieved a market size of approximately INR 1,55,817 crore (USD 18.3 billion) in FY24, including exports of INR 79,403 crore (USD 9.3 billion). The State's dynamic cyber cities — Gurugram and Panchkula — host leading IT parks and innovation clusters supported by reliable power supply, advanced digital connectivity, and a progressive regulatory framework. Premier academic institutions and specialized training centres collaborate closely with industry to ensure a continuous pipeline of skilled talent in software development, analytics, cybersecurity, and cloud technologies.

To consolidate and strengthen this leadership position, the Government of Haryana has formulated the Haryana IT/ITeS, Artificial Intelligence and Other Emerging Technologies Policy. The Policy seeks to create a conducive and future-ready ecosystem that accelerates investment, promotes innovation, nurtures talent, and advances research and development in transformative technologies. By leveraging smart infrastructure, streamlined governance mechanisms and targeted incentives, the State aims to empower enterprises of all scales — from start-ups and micro-enterprises to large multinational corporations — to innovate and grow sustainably. With a strong emphasis on inclusivity, sustainability, regional balance and citizen-centric digital solutions, the Policy reinforces Haryana's ambition to evolve as a global hub for technology-driven enterprise while contributing meaningfully to Digital India and the nation's broader digital economy aspirations

2. Definition

2.1 Information Technology (IT): Information Technology (IT) refers to activities relating to the design, development, creation, maintenance, management and use of computer systems, computer software, computer hardware, digital platforms, communication networks, databases and related technologies for the purpose of processing, storing, securing, retrieving or transmitting information.

IT activities include, but are not limited to, software and application development, system integration, network and infrastructure management, cloud computing and data centre services, cybersecurity services, enterprise software solutions, digital platforms and technology services, data management and analytics, and other technology-driven services involving the processing or management of digital information, and such other services as may be classified or notified as Information Technology services by the Government of India from time to time. An illustrative list of activities classified as IT is provided at Annexure I.

2.2 Information Technology Enabled Services (ITeS): ITeS refers to services and business processes that are delivered or significantly enabled through information technology infrastructure, telecommunications networks, or internet-based platforms. ITeS includes outsourced and technology-supported services provided to domestic or global clients across diverse sectors.

Activities under ITeS include, but are not limited to: business process management (BPM), back-office operations, customer support and call centres, medical transcription, digital content creation and animation, data processing and analytics, website services and other technology-enabled knowledge or support services as defined by the Government of India from time to time or as specified under Rule 10TA of the Income Tax Rules, 1962, as amended from time to time. An illustrative list of activities classified as ITeS is showcased at Annexure – II.

2.3 Artificial Intelligence (AI): AI refers to the capability of computer systems or machines to perform tasks that typically require human intelligence, including perception, learning, reasoning, problem-solving, decision-making, language understanding and pattern recognition. AI systems use data, algorithms and computational models to analyse information, generate insights, make predictions or autonomously perform actions, with varying levels of human intervention.

2.4 Emerging Technologies: Emerging Technologies refers to new or rapidly evolving technologies that have the potential to significantly transform industries, business

models, governance systems and societal outcomes through innovation and disruption of conventional processes.

For the purpose of this Policy, Emerging Technologies will include IT/ITeS units developing, deploying or delivering products, platforms or services based on, or enabled by, technologies including but not limited to:

- Artificial Intelligence (AI) and Machine Learning (ML)
- Blockchain and Distributed Ledger Technologies
- Internet of Things (IoT) and Industrial IoT
- Quantum Computing and Quantum Technologies
- Edge Computing
- Virtual Reality (VR), Augmented Reality (AR) and Mixed Reality (MR)
- Cloud Computing and Cloud-native Technologies
- Metaverse and Immersive Digital Platforms
- Neuromorphic and Advanced Computing Technologies
- Cybersecurity Technologies
- Digital Twin Technologies
- Robotics and Intelligent Automation
- Data Science, Big Data Analytics and High-Performance Computing
- Any other technology or innovation notified by the Government from time to time.

2.5 **Date of Commencement of Commercial Operations:** Refers to the date of first sale bill/invoice issued by the unit. Only units commencing commercial operations during the validity period of this policy will be eligible to avail benefits under this policy.

2.6 **New Unit:** Refers to a unit established and commencing commercial operations after 1st January 2026 and until the validity period of this policy. Any existing unit undertaking expansion/ diversification at different locations will also be considered as a New Unit.

2.7 **Existing Unit:** Refers to any unit existing and in operation prior to notification of this policy.

2.8 **Expansion/ Diversification:** Refers to investment undertaken by an existing unit at the same location for:

i. enhancement of installed production or service capacity (or)
ii. upgradation, modernisation, or technological improvement (or)
iii. addition of new manufacturing or service lines (or)
iv. manufacturing of new or additional products; (or)
v. provision of new or additional services

An existing unit will be eligible to avail incentives under this Policy for expansion/diversification undertaken at the same location, subject to fulfilment of any one of the following conditions:

a. The unit undertakes an additional Fixed Capital Investment (FCI) of at least 50% of current FCI of the Project i.e. FCI as on date of commencement of expansion/ diversification

(or)

b. The unit undertakes an additional FCI of at least 25% of current FCI of the Project i.e. FCI as on date of commencement of expansion/ diversification subject to a minimum expansion investment of INR 125 cr.

(or)

c. The unit undertakes an additional FCI greater than the minimum threshold limit of Mega/ Ultra Mega Unit defined under this policy for the particular location.

Note: For the purposes of calculation of FCI in such cases, the original value of the assets will be considered. Any existing unit undertaking expansion/ diversification at different locations will be considered as a New Unit.

2.9 Fixed Capital Investment (FCI): The new investment in land, infrastructure/associated utilities, building, furnishing/fitouts, machinery and equipment (IT and Non-IT), hardware & software, power back-up arrangements and captive renewable energy plants made by the unit within the premises of the project:

- during the policy period (and)
- before the commencement of commercial operations (and) up till 3 years after date of commencement of commercial operations or as decided by the Haryana Enterprises Promotion Board

will be considered as FCI.

Note:

i. Additionally, for the purposes of facilitating cases where investment has also been made prior to the notification of this policy but date of commencement of commercial operations falls during this policy period, the FCI made one year period prior to the date of notification of this policy will also be considered.

ii. Transfer of plant, machinery and equipment from the same or different unit located anywhere else shall not be considered towards calculation of FCI.

iii. Working capital, goodwill, preliminary and pre-operative expenses, capitalized interest, and expenses incurred towards acquisition of technology or technical

know-how, including consultancy charges, royalty, design and drawings, patents, licenses, and other intellectual property rights, whether capitalized in the books of accounts or otherwise, will not be considered while calculating Fixed Capital Investment.

2.10 Ultra-Mega, Mega and Large Project: Projects will be categorized as Ultra Mega, Mega and Large Projects as per definition in the Make in Haryana Industrial Policy of the State as amended from time to time and/or any future flagship industrial policy of the State (if and when released).

2.11 Large Enterprises: Large Enterprises will mean enterprises other than Micro, Small, and Medium Enterprises, having either:

- Investment in plant and machinery or equipment exceeding INR 125 crore, (or)
- Annual turnover exceeding INR 500 crore,

i.e., above the thresholds prescribed for Medium Enterprises under the Micro, Small and Medium Enterprises Development (MSMED) Act, 2006, as amended by the Government of India from time to time.

2.12 Medium Enterprise: Medium Enterprises will mean enterprises where:

- Investment in plant and machinery or equipment does not exceed INR 125 crore, and
- Annual turnover does not exceed INR 500 crore,

in accordance with the thresholds notified by the Government of India under the MSMED Act, 2006, as amended from time to time.

2.13 Small Enterprise: Small Enterprises will mean enterprises where:

- Investment in plant and machinery or equipment does not exceed INR 25 crore, and
- Annual turnover does not exceed INR 100 crore,

in accordance with the thresholds notified by the Government of India under the MSMED Act, 2006, as amended from time to time.

2.14 Micro Enterprise: Micro Enterprises will mean enterprises where:

- Investment in plant and machinery or equipment does not exceed INR 2.5 crore, and
- Annual turnover does not exceed INR 10 crore,

in accordance with the thresholds notified by the Government of India under the MSMED Act, 2006, as amended from time to time.

2.15 **Local Employee:** An employee who is a bonafide resident of the State of Haryana (as defined by the Government of Haryana from time to time) will be considered a Local employee. The local employee status will only be verified using Parivar Pechan Patr issued by the Government of Haryana.

2.16 **Net SGST:** Net SGST to be considered for reimbursement means that the eligible unit will be entitled to get reimbursement of SGST amount, paid through cash ledger, against the output liability of SGST on sale of eligible products. The eligible unit will first have to utilize all the eligible Input Tax Credit (ITC) including eligible ITC of IGST available in its credit ledger, against the SGST output liability, before adjusting the SGST amount through cash ledger.

2.17 **Eligible Startup -** Any entity will be considered a startup if it meets the latest definition of startups as per the Haryana State Startup Policy 2022, as amended from time to time, and is registered with the Industries and Commerce Department, Haryana.

2.18 **Transit Oriented Development (TOD) Zone:** Transit Oriented Development (TOD) Zones will mean areas notified or designated for transit-oriented development by the Town and Country Planning Department, Haryana, from time to time. These zones are typically located within a specified distance along or around mass public transit corridors or nodes and promote compact, high-density, mixed-use development with enhanced access to public transportation.

2.19 **Eligible Academic Institution:** For the purpose of this Policy, Eligible Academic Institutions will mean institutions located within the State of Haryana that are recognised or approved by the competent statutory authority and engaged in higher education, technical education, research or skill development, as shown below:

i. Universities established or recognised by the Central or State Government;
ii. Academic Institutions recognised by bodies such as University Grants Commission (UGC), All India Council for Technical Education (AICTE), National Assessment and Accreditation Council (NAAC), National Board of Accreditation (NAB);
iii. Government of Haryana or Government of Haryana - aided colleges and technical institutions;

2.20 **Cyber Park and Cyber City:** A cluster of IT/ ITeS units developed over an area of 5 to 50 acres for Cyber Park and greater than 50 acres for Cyber City as per the norms of Town and Country Planning, Haryana, and/or as amended from time to time. The park should comprise of basic amenities such as internal roads, sewerage infrastructure, utilities infrastructure (electrical, water, natural gas, fire hydrants etc.), communication facilities, storage facilities, requisite technological infrastructure, commercial infra etc. as necessary for the smooth functioning of units within the park. The park may also

include common social infrastructure such as housing facilities, medical and sports facilities, banks, dormitories, recreational activities etc. and other enabling infrastructure such as Centres of Excellence (CoE), etc. and will be developed and operated as per norms of Haryana Town and Country Planning Department (as amended from time to time)

2.21 **Developer:** Developer means an individual, company, association, firm or a limited liability partnership, designated through a collaboration/development agreement with the owner for making an application for grant of licence and for completion of formalities required on behalf of such owner to develop a colony as per Haryana TCP Norms (as amended from time to time).

2.22 **Owner:** Owner means a person or entity in whose name the title of ownership of land is vested, or in whose favour a valid lease of land for a period of not less than ninety-nine (99) years has been granted, within the State of Haryana, in accordance with the provisions of the Haryana Town and Country Planning (TCP) norms, as amended from time to time.

2.23 **Co-working Space:** A common facility where several workers from distinctive companies share an office space, allowing cost savings through use of common infrastructure

IAL NETWORK
LIKE
SHARE
Policy Overview

3. Vision

"To transform the technology landscape of Haryana and establish it as a leading global hub for IT/ ITeS, AI and other emerging technologies, comprising world-class infrastructure and infused with high calibre talent driving innovation and leading to sustainable economic development of the State."

4. Mission

i. Make Haryana a preferred destination of choice for investments in the IT/ITeS, AI and other emerging technology sectors.

ii. Make IT/ITeS, AI and other emerging technology sectors as a key enabler of equitable growth to spread prosperity and development across the State.

iii. Increase the adoption of IT/ ITeS, AI and other emerging technologies to achieve better delivery of various services and to position Haryana as a global technology leader.

iv. Attract new investments by creating world-class infrastructure and promoting investor facilitation.

5. Objectives

i. Increase Haryana's annual IT/ITeS service exports from INR 79,000 Cr. to over INR 1,25,000 Cr. in the next 5 years.

ii. Increase Haryana's annual IT/ITeS turnover from INR 1,55,000 Cr. to over INR 3,00,000 Cr. in the next 5 years.

iii. Creation of 1,00,000 new employment opportunities within the State.

iv. Promote Research & Development in the AI and Emerging Technology Sector.

6. Validity of the Policy

This policy will be valid for a period of 05 years from the date of notification of this policy or the date of any new policy/amendment, introduced by the Government of Haryana, whichever is earlier.

7. Eligibility Criteria

7.1 Units engaged in activities under the Information Technology (IT), Information Technology Enabled Services (ITeS), Artificial Intelligence (AI) and other Emerging Technologies sectors as defined by the Government of India or in this policy will be eligible to avail incentives under this Policy, subject to compliance with the provisions, conditions and definitions prescribed herein. An indicative list of eligible activities and sectors is provided in Annexure I and Annexure II. The lists are illustrative and not exhaustive; the Government of Haryana may, based on technological advancements or industry evolution, notify additional eligible activities or clarify eligibility from time to time.

7.2 Only units which commence commercial production/ operations post the date of the notification of this policy and during the operative period of this policy will be eligible for availing benefits as enlisted under this policy.

7.3 Eligible units intending to avail incentives under this policy will be required to submit an application to the Department prior to the date of commencement of commercial operations.

7.4 Existing units will also be eligible to avail incentives under this Policy for expansion/diversification undertaken at the same location, subject to fulfilment of the following conditions:

(a) Unit must be undertaking expansion/diversification anywhere in Haryana on land parcels with valid CLU permission (if applicable) under commercial or industrial category or in Government-approved Industrial Estates / IMTs; and

(b) Unit must be undertaking an expansion/diversification, with either:

- an additional Fixed Capital Investment (FCI) of at least 50% of current FCI of the Project i.e. FCI as on date of commencement of expansion/ diversification

  (or)

- an additional FCI of at least 25% of current FCI of the Project i.e. FCI as on date of commencement of expansion/ diversification subject to a minimum expansion investment of INR 125 cr. (or)

  (or)

- an additional FCI greater than the minimum threshold limit of Mega/ Ultra Mega Unit defined under this policy for the particular location.

(c) Unit must be commencing commercial operations of said expansion/ diversification during the validity of this policy.

Note:

i. Units undertaking expansion/ diversification will be eligible for availing incentives for expansion/ diversification only once during the policy period.

ii. In cases of expansion/diversification where a clearly identifiable date of commencement of commercial operations cannot be determined (such as in cases involving phased capacity ramp-up or gradual scaling of services):

a. Only investment made in the three-year period from the date of first expansion investment shall be considered as eligible investment period for the purpose of determination of Fixed Capital Investment (FCI) and Eligible Capital Expenditure (ECE).

b. The date of completion of the entire committed capital investment for such expansion/diversification (or) the completion of 3 years from the date of first expansion investment, whichever is earlier, shall be deemed to be the date of commencement of commercial operations for the purposes of this Policy.

iii. Units undertaking expansion/ diversification will be required to obtain separate registration under GST for such expansion/diversification and maintain separate books of accounts for existing unit as well as the expanded unit. In case separate registration is not feasible for a unit of expansion at the same business place, the highest turnover reflected by the existing unit in the last three years will be considered as the turnover of the existing unit during the period of investment subsidy entitlement. However, such a unit will also be required to maintain a separate book of accounts for the expansion unit, unless otherwise permitted by HEPB.

7.5 Units availing fiscal incentives under this policy shall not be eligible to avail or claim incentives for the same project under any other policy issued by the Government of Haryana, and vice versa, save and except for incentives under the Haryana Progressive MSME and Exports Policy, which may be availed only to the extent that such incentives are not covered under this policy under the same or a comparable head.

7.6 The benefits offered under the policy will be over and above any incentives obtained under any Government of India policy or scheme by the eligible unit. However, the cumulative incentives under the policy to any Unit, together with any fiscal incentives, subsidies, reimbursements, grants, or financial assistance received under any Government of India scheme for the same project, will be subject to a ceiling of 100% of Fixed Capital Investment (FCI).

8. Turnaround time under this policy

All new schemes/ operational guidelines proposed in the policy will be notified within a time frame of 03 months from the date of release of this policy. The fact that a scheme has not been notified will not debar an investor whose application is consistent with the provisions of this policy from applying for and obtaining incentives under this policy.

Note: All the schemes to be notified under this policy will be approved at the level of Administrative Secretary to Government, Haryana, Industries & Commerce Department and placed before the concerned Standing Finance Committee for approval and subsequent notification.

9. Authority for Clarification, Interpretation, and Operational Decisions:

Administrative Secretary, Department of Industries and Commerce, Haryana will be the competent authority for clarification/resolution of any doubts related to the interpretation of any term or any provision arising under this policy, approval for notification of scheme operational guidelines for provisions under this policy and removal of difficulties for ease of doing business. The decision in this matter will be final and binding for all stakeholders in such cases.

Fiscal Incentives

10. Incentives for IT/ITeS/ AI and Emerging Technology Units

10.1 CAPEX and OPEX Support

<table>
<tr><th>S.No.</th><th>Incentive</th><th>Description of Support</th></tr>
<tr><td>A.</td><td>CAPEX Support Incentive</td><td>An eligible unit will be entitled to reimbursement of a percentage of the eligible capital expenditure (CAPEX) incurred as shown in the table below:
<table>
<tr><th rowspan="2">Location of the Unit</th><th rowspan="2">Eligible CAPEX Reimbursement Support</th><th colspan="2">Overall Ceiling on CAPEX Reimbursement Support</th></tr>
<tr><th>Case 1: In case office space is owned by the Unit</th><th>Case 2: In case of leased office space</th></tr>
<tr><td>For units located in Non-Transit Oriented Development (TOD) Zone Areas of Gurugram District</td><td>@ 20% of the eligible capital expenditure (ECE) incurred</td><td rowspan="3">Overall ceiling of INR 1.5 crore per one hundred eligible employees or INR 30 cr. whichever is lower.</td><td rowspan="3">Overall ceiling of INR 1.0 crore per one hundred eligible employees or INR 20 cr. whichever is lower.</td></tr>
<tr><td>For units located in TOD Zone Areas of Gurugram District</td><td>@ 25% of the eligible capital expenditure (ECE) incurred</td></tr>
<tr><td>For units located in any district other than Gurugram District</td><td>@ 30% of the eligible capital expenditure (ECE) incurred</td></tr>
</table>
Note:
i. The CAPEX support incentive will be disbursed in ten (10) annual instalments and will commence after the date of commencement of operations.
ii. The total number of direct employees (on payroll or contract with ESI/PF number) continuously employed for a period of at-least 1 year with the unit applying for benefits will be considered as eligible employees.
iii. For the purposes of calculation of overall ceiling on the capex benefit:
a. The maximum number of eligible employees employed by the unit over the first 3 years from date of commencement of commercial operations will be considered.</td></tr>
</table>

S.No.	Incentive	Description of Support
		b. In cases where the number of eligible employees exceeds a given employment block by more than fifty (50) employees, the unit will be deemed eligible under the next higher employment block of one hundred (100) employees. However, where the number of eligible employees exceeds a block by fifty (50) employees or less, the unit will continue to be considered eligible under the same employment block. For illustration, a unit employing one hundred and fifty-one (151) eligible employees will be considered eligible under the two hundred (200) employees block, whereas a unit employing one hundred and fifty (150) or one hundred (100) eligible employees will continue to be considered under the one hundred (100) employees block iv. Eligible capital expenditure (ECE) will include the new investment/expenditure incurred and paid on account of the following: a. Construction of building, infrastructure/ associated utilities and power backup arrangements b. Furnishing of building/ fit-out costs c. Purchase of new machinery and equipment, IT hardware & software d. Payment of stamp duty on purchase/lease of land or office space e. Payment of external development charges (only in case of owned building) f. Establishment of Captive Renewable Energy Projects (only new captive renewable energy projects ≥ 100 kW will be eligible) g. Expenses Incurred for Obtaining Green Building Certifications from certifying bodies such as Leadership in Energy and Environmental Design (LEED), Indian Green Building Council (IGBC), Green Rating for Integrated Habitat Assessment (GRIHA) and Bureau of Energy Efficiency (BEE) v. Only the eligible capital expenditure incurred: a. during the policy period (and) b. before the commencement of commercial operations (and) up-till 3 years after date of commencement of commercial

<table>
<tr><th>S.No.</th><th>Incentive</th><th>Description of Support</th></tr>
<tr><td></td><td></td><td>operations or as decided by the Haryana Enterprise Promotion Board will be considered as eligible capital expenditure.
Additionally, for the purposes of facilitating cases where investment has also been made prior to the notification of this policy but date of commencement of commercial operations falls under this policy period, the ECE made one year period prior to the date of notification of this policy will also be considered as ECE.
<u>Note</u>: Transfer of machinery and equipment from the same or different unit located anywhere else shall not be considered towards calculation of FCI.</td></tr>
<tr><td>B.</td><td>OPEX Support Incentive</td><td>An eligible unit will be entitled to reimbursement of a percentage of the eligible OPEX incurred as shown in the table below:
<table>
<tr><th>Location of the Unit</th><th>OPEX Support</th><th>Overall Ceiling</th></tr>
<tr><td>For units located in Non-TOD Zone Areas of Gurugram District</td><td>@ 50% of the eligible operational expenditure incurred for a period of 5 years from date of commercial operations</td><td rowspan="3">Overall annual ceiling of INR 50 lakhs per one hundred eligible employees or INR 10 cr. per annum whichever is lower.</td></tr>
<tr><td>For units located in TOD Zone Areas of Gurugram District</td><td>@ 60% of the eligible operational expenditure incurred for a period of 5 years from date of commercial operations</td></tr>
<tr><td>For units located in any district other than Gurugram District</td><td>@ 70% of the eligible operational expenditure incurred for a period of 5 years from date of commercial operations</td></tr>
</table>
Note:
i. The OPEX Support incentive will be granted for a period of 5 years from the date of commencement of operations.</td></tr>
</table>

S.No.	Incentive	Description of Support
		ii. The total number of direct employees on payroll or contract with ESI/PF number will be considered as eligible employees for the purpose of calculation of opex benefits subject to the employee being continuously employed with the unit applying for benefits for the period of at-least 1 year. iii. For the purposes of calculation of annual overall ceiling on the OPEX benefit, a. The maximum number of eligible employees employed by the unit over the year for which the application for incentive is filed will be considered. b. In cases where the number of eligible employees exceeds a given employment block by more than fifty (50) employees, the unit will be deemed eligible under the next higher employment block of one hundred (100) employees. However, where the number of eligible employees exceeds a block by fifty (50) employees or less, the unit will continue to be considered eligible under the same employment block. For illustration, a unit employing one hundred and fifty-one (151) eligible employees will be considered eligible under the two hundred (200) employees block, whereas a unit employing one hundred and fifty (150) or one hundred (100) eligible employees will continue to be considered under the one hundred (100) employees block iv. For the purposes of this policy, eligible OPEX for a particular year will include the actual expenditure incurred and paid by the unit on account of/on the following: a. Net SGST paid to the Govt. of Haryana b. Electricity Duty paid to the Govt. of Haryana c. Property Tax paid to the Govt. of Haryana (in case of owned building) d. Annual Lease rentals paid - will be eligible @75% of actual annual rent paid by the unit and subject to an annual cap of 6% of the valuation of the property as assessed by a valuer registered under

S.No.	Incentive	Description of Support
		the Companies (Registered Valuers and Valuation) Rules, 2017, as amended from time to time e. Payment of Internet Bandwidth Charges: Provided that the service provider company is registered in India and has a valid GST number f. Payment of Cloud Rental Charges: Provided that the service provider company is registered in India and has a valid GST number g. Patent related costs incurred towards filing of patents, consultancy charges, prior-art search fees, maintenance fees and publication fees h. Guarantee fee paid under Credit Guarantee Fund Trust for Micro and Small Enterprises (CGTMSE) i. Credit Rating Expenses – limited to ratings conducted by SEBI-accredited agencies (CRISIL, ICRA, CARE, SMERA, Fitch India, Brickwork Ratings) or SIDBI-empaneled agencies, as applicable j. Quality Certification Costs: incurred towards obtaining different quality certifications for sale or export.

Note:

Ultra Mega and Mega Projects will also be eligible for customized packages of incentives by Haryana Enterprise Promotion Board (HEPB). This special package of incentives will be decided by the Haryana Enterprise Promotion Board (HEPB) on a case-to-case basis and will be offered over and above the standard package of incentives as per this policy and based on the approved Cost Benefit Analysis model of the State, as amended from time to time.

10.2 Human Resource Development/ Future Skilling Incentives

S.No.	Incentive	Description of Support
A.	**Employment Generation and Capacity Building Subsidy**	To reward local high-quality employment generation, a unit will be eligible to **avail a local employment generation subsidy for a period of 10 years from Date of Commencement of Commercial Operations** based upon the proportion of Haryana local employees in the workforce of the unit in a particular year as shown below:

<table>
<tr><th>S.No.</th><th>Incentive</th><th>Description of Support</th></tr>
<tr><td></td><td></td><td>
<table>
<tr><th>Proportion of Haryana Local Employees in the Workforce in Particular Year</th><th>Employment Generation Subsidy for General Category Haryana Local Employees</th><th>Employment Generation Subsidy for Women/ SC/ Divyang / Agniveer/ Ex-Servicemen Category Haryana Local Employees</th></tr>
<tr><td>< 15%</td><td>Not applicable</td><td>Employment Generation Subsidy @120% of the average gross monthly salary will be provided for each eligible Women/ SC/ Divyang / Ex-Servicemen Category Haryana Local Employees subject to a cap of INR 1 lakh per year per employee</td></tr>
<tr><td>≥15%</td><td>Employment Generation Subsidy @ {100%} + {20% * (Proportion of Haryana Local Employees in % - 15%)} of the average gross monthly salary will be provided for each eligible Haryana Local Employee subject to a cap of INR 1 lakh per year per employee</td><td>Employment Generation Subsidy @ {120%} + {20% * (Proportion of Haryana Local Employees in % - 15%)} of the average gross monthly salary will be provided for each eligible Women/ SC/ Divyang / Ex-Servicemen Category Haryana Local Employees subject to a cap of INR 1.2 lakh per year per employee</td></tr>
</table>
Note:
i. Proportion of Haryana Local Employees = Total Haryana Local Employees of the Unit/ Total Employees of the Unit
ii. Employment Generation Subsidy will be based on the proportion of Haryana local employees in the workforce in the given year.
</td></tr>
</table>

S.No.	Incentive	Description of Support
		iii. This subsidy will be provided only for employees of Haryana who have been directly employed on payroll or on contract with ESI/PF Number for a period of at-least 1 year by the eligible unit. iv. This subsidy can be availed by an eligible unit for a period of 10 years from Date of Commencement of Commercial Operations v. In cases where the average gross monthly salary of an eligible Haryana Local Employee is below INR 48,000, a minimum Employment Generation Subsidy of INR 48,000 per annum shall be provided to the unit per such employee for the relevant year vi. An employee who is a bonafide resident of the State of Haryana (as defined by the Government of Haryana from time to time) will be considered a Local employee. The local employee status will be verified only using Parivar Pechan Patr. vii. For eligible expansion units, the subsidy will be available for incremental employee count beyond the count that existed before undertaking expansion
B.	**Employment Booster for Recruitment through HKRN**	i. In addition to the employment generation subsidy incentive mentioned above, units which recruit Haryana local employees through Haryana Kaushal Rozgar Nigam (HKRN) will also be eligible to claim 100% reimbursement on the **employer's statutory contribution under Employees' Provident Fund (EPF)** for these employees for a period of 5 years. This incentive amount will be subject to a ceiling of 12 per cent of the employee's basic salary plus applicable Dearness Allowance (DA) and retaining allowance, subject to a maximum limit of INR 25,000 per employee per year. ii. Further, based on details furnished by the unit, all such employees recruited through Haryana Kaushal Rozgar Nigam (HKRN) will be reimbursed 100% of their **employee's statutory contribution under Employees' Provident Fund (EPF)** through Direct Benefit Transfer (DBT) for a period of 5 years. This incentive amount will also be subject to a ceiling of 12 per cent of the employee's basic salary plus applicable Dearness Allowance (DA) and retaining allowance and subject to a maximum limit of INR 25,000 per employee per year.

S.No.	Incentive	Description of Support
C.	**Promotion of Public-Private Training Centres**	i. In partnership with leading IT/ITeS units of the State and industry associations such as NASSCOM, dedicated centres for training youth of the State in IT/ITeS related activities will be established at 3 locations across the State. ii. Further, in consultation with leading industry players, industry associations such as NASSCOM, sector skill councils and academic institutions, focused and specialised skill development courses will be designed and offered through State Skilling institutions, Government Institutions/ ITIs/ Polytechnics of Haryana to ensure skilled ready workforce for the industry.
D.	**Job Readiness Program**	i. The Government of Haryana will facilitate partnerships between recognized academic institutions within the State and IT/ITeS units to design and offer focused and specialized, industry-aligned courses, particularly for students in their final year or penultimate year, in line with the evolving requirements of the sector. Units will be encouraged to offer internships/apprenticeships and to recruit students enrolled in such courses, thereby strengthening industry readiness and employability. ii. To incentivize IT/ITeS units to provide internships/apprenticeships to such students, the State will reimburse 50% of the stipend paid, subject to a ceiling of INR 15,000 per intern/apprentice per month, for a maximum duration of six (6) months per intern/apprentice, limited to fifty (50) interns/apprentices per unit per financial year. This reimbursement will be over and above any similar support being provided under existing schemes or programs of the Government of India or the Government of Haryana.

S.No.	Incentive	Description of Support
E.	**Support for establishment of AI/ Emerging technology innovation labs in schools and colleges**	i. To promote hands-on learning, innovation and industry-relevant skill development in emerging technologies, the Government of Haryana will support the establishment of AI / Emerging Technology Innovation Labs in eligible academic institutions located in Haryana by reimbursing up to 75% of the eligible expenditure incurred towards establishment of AI / Emerging Technology Innovation Labs, subject to a maximum assistance of INR 50 lakh per lab. ii. These labs will enable students to experiment with advanced technologies and develop practical problem-solving capabilities aligned with real-world industry requirements. iii. The Government will support a total of 100 eligible academic institutions located in Haryana in setting up such Innovation Labs under this incentive. iv. For the purpose of reimbursement, eligible expenditure will be limited to the cost of procurement and installation of machinery, equipment, hardware, software tools and devices and components specifically required for AI and Emerging Technology applications. Expenditure on land, buildings, civil works, furniture, recurring operational expenses, manpower costs, maintenance, utilities or consumables will not be eligible unless specifically notified otherwise.

10.3 Special Incentives for Startups

S.No.	Category	Description of Support
A.	**Buying Preference to Startups in Government Procurement**	The Government of Haryana will encourage the participation of eligible startups in State Government procurements by providing the following facilitative measures, subject to compliance with applicable procurement rules and technical specifications: i. Exemption from payment of tender fee; ii. Exemption from Earnest Money Deposit (EMD);

S.No.	Category	Description of Support
		iii. Relaxation in performance security requirements, as may be prescribed; iv. Relaxation in turnover requirements; and v. Exemption from prior experience requirements, provided that the offered product or service meets the prescribed technical, quality, and performance specifications of the procuring entity. Such preferences will be extended in accordance with procurement guidelines issued by the State Government from time to time.
B.	**Incubation Support to Startup Champions**	The top fifteen (15) performing startup entities operating in Haryana will be identified annually based on an evaluation framework and criteria as prescribed by the Steering Committee from time to time. Such identified startups will be provided free incubation space in Government-owned incubators operational within the State of Haryana, subject to the following conditions: a. Each startup will be provided a maximum of five (5) incubation seats/workstations; b. The initial allotment of incubation space will be for a period of one (1) year; c. The incubation support may be extended on a year-to-year basis, subject to demonstrated satisfactory performance of the startup, for a maximum cumulative period of three (3) years. The decision of the Steering Committee regarding selection, continuation, and extension of incubation support will be final and binding.
C.	**Bootcamp**	The Government of Haryana will organize industry-focused bootcamps and capacity-building programmes for stakeholders in the IT/ITeS, Artificial Intelligence and Emerging Technologies sectors to promote knowledge sharing, skill enhancement, technology awareness and identification of growth, innovation and investment opportunities across the digital value chain.

S.No.	Category	Description of Support
		These bootcamps may include participation from industry experts, global technology companies, academia, research institutions, start-ups, industry associations and technology providers, and will focus on areas such as software development, digital engineering, artificial intelligence and machine learning, cybersecurity, cloud computing, data analytics, digital product development, automation technologies, platform technologies, and other emerging digital domains. The programmes will also facilitate collaboration between industry and academia, encourage adoption of global best practices, and strengthen market readiness and innovation ecosystems within the State.

11. Incentives for Infrastructure Development

To incentivize the development of private Cyber Cities/Parks at strategic locations in the State, the Government of Haryana shall provide fiscal support to Cyber Cities/Parks that obtain relevant licence from the Town and Country Planning Department, Government of Haryana, and Consent to Establish (CTE) during the operational period of this policy, and are developed in accordance with the prevailing norms of the Town and Country Planning Department. The fiscal support provided is as below:

11.1 Capital Subsidy or Net SGST Reimbursement Support

Eligible private Cyber City/Park developers shall be provided an option to choose between availing capital subsidy support or net SGST reimbursement support as showcased below.

a. Option 1: Capital Subsidy Support

S.No.	Area Category	Percentage of financial assistance (reimbursement as a % of eligible capital expenditure)
1.	Sub-Prime	75%
2.	Prime/Focus Areas	85%

Note: Any land/area granted an industrial colony license by the Town and Country Planning Department after the notification of this policy shall be treated as a Sub-Prime Area.

Eligible capital expenditure will include the cost incurred for the development of trunk infrastructure/ associated utilities such as internal roads, power generation/distribution system, power back-up systems, water treatment plant, sewerage treatment plant/ common effluent treatment plant, utility tunnels, requisite technological and communication infrastructure etc., required for the smooth functioning of units within the park. The maximum assistance offered by the Govt. of Haryana will be capped at a ceiling of INR 45 Crores per park.

Further, this incentive will be disbursed in tranches, based on completion and occupancy as shown below:

Instalment	Criteria	Grant Tranche
First Instalment	On grant of requisite license from TCP Department, development of the cyber city/park with requisite amenities as per approved development plan and grant of completion by Department of Town and Country Planning	50% of Eligible Incentive
Second Instalment	Proof of operation of at least 25% of total permissible area earmarked for setting up units as per approved development plan.	20% of Eligible Incentive
Third Instalment	Proof of operation of at least 50% of total permissible area earmarked for setting up units as per approved development plan.	15% of Eligible Incentive
Fourth Instalment	Proof of operation of at least 75% of total permissible area earmarked for setting up units as per approved development plan.	15% of Eligible Incentive

b. Option 2: SGST Reimbursement Support

Eligible Developers may also choose to avail Net SGST reimbursement on the expenditure incurred towards the development of trunk infrastructure/ associated utilities such as internal roads, power generation/distribution system, captive renewable energy plants, power back-up systems, water treatment plant, sewerage treatment plant/ common effluent treatment plant, utility tunnels, requisite technological and communication infrastructure etc., required for the smooth functioning of units within the park for a period of five years from the date of obtaining Consent to Establish (CTE) and subject to an overall cap of INR 45 crore per park. The Net SGST reimbursement shall be provided at the following rates:

Area	Quantum of Net SGST Reimbursement
Sub-Prime Area	60% reimbursement for 7 years
Prime/Focus Area	70% reimbursement for 7 years

Note: Any land/area granted an industrial colony license by the Town and Country Planning Department after the notification of this policy shall be treated as a Sub-Prime Area.

11.2 Stamp Duty Reimbursement Subsidy Incentive

100% of the Stamp Duty paid by the developer for parks being developed in Sub-Prime and Prime/Focus Areas will be reimbursed upon obtaining of requisite license for development and CTE during the policy period, irrespective of the period in which the land was purchased.

12. Special Programs and Incentives for AI and Other Emerging Technologies

12.1 Haryana AI Development Program (HAIDP)

The Government of Haryana has launched the Haryana AI Development Program (HAIDP) to position Haryana as a national hub for AI development, drive AI adoption, digital transformation and governance efficiency. The initiative has been divided into five core components:

- AI Ecosystem and Infrastructure Development
- AI-Driven Governance and Public Service Automation
- AI Skilling and Workforce Development
- AI Financing and Global Partnerships
- Public Engagement and AI Awareness.

Under HAIDP, critical AI infrastructure such as the Global Artificial Intelligence Centre (GAIC) in Gurugram and the Haryana Advanced Computing Facility (HACF) in Panchkula will be established. These centres will serve as core infrastructure for research, development, and capacity building in artificial intelligence, machine learning, and data science. Further, a central focus of HAIDP is large-scale skill development and workforce transition. The HAIDP project aims to train and upskill over 50,000 professionals in emerging technologies such as AI, machine learning, and data analytics. In addition to technical education, the project will also support AI integration into public governance systems and enhance data-driven service delivery across departments. Further, to promote innovation and entrepreneurship, the project will also extend support to start-ups and research initiatives through incubation programmes, mentoring, and access to shared high-performance computing infrastructure.

12.2 Centre of Excellence in Emerging Technologies

To position Haryana as a global hub for innovation and advanced technology development, the Government of Haryana will support the establishment of up to **three (3) sector-specific Centres of Excellence (CoEs)** in the field of Artificial Intelligence, Blockchain, Cybersecurity, Internet of Things and other Emerging Technologies as defined under this Policy. These CoEs will be established directly by the Government in collaboration with reputed academic institutions of national importance, industry associations, government or public sector entities, or leading private sector organizations, as approved by the Competent Authority. The Centres of Excellence will serve as collaborative platforms for cutting-edge research, innovation, experimentation, technology development and pilot implementation of strategic projects. The CoEs will also function as interactive innovation hubs aimed at promoting awareness and adoption of frontier technologies by providing hands-on exposure, live demonstrations, training programmes and immersive learning experiences for students, educators, entrepreneurs, industry professionals and the wider community.

The following fiscal incentives will be extended to approved Centres of Excellence, subject to terms and conditions prescribed under this Policy:

a. **Capital Subsidy:** The Government of Haryana will reimburse up to 50% of the eligible capital expenditure incurred for establishment of the CoE, subject to a maximum assistance of INR 10 crore per CoE. Eligible capital expenditure will include costs incurred towards creation of infrastructure, construction of building, specialised technology facilities, new machinery, new equipment, hardware, software platforms and related assets necessary for operationalisation of the CoE, as approved under scheme guidelines. Expenditure on land acquisition and non-project-related civil works will not be eligible unless specifically notified otherwise.

b. **Operational Subsidy:** The Government of Haryana will reimburse up to 50% of the eligible operational expenditure, subject to a maximum of INR 2 crore per annum per CoE, for a period of up to five (5) years. Eligible operational expenditure will include costs related to manpower salaries, lease or rental of operational facilities, training and capacity-building programmes, research activities and other operational requirements approved by the Competent Authority. Routine administrative expenses not directly linked to CoE activities will not be eligible unless specifically permitted.

12.3 Haryana Challenge for Change programme to develop impactful cross-domain AI and emerging technology solutions to address critical problems

The Government of Haryana will collaborate and support MSMEs, startups, innovators, research institutions etc. having their registered offices in Haryana to develop impactful cross-domain AI and emerging technology solutions to address critical problem statements including but not limited to fields such as education, healthcare, agriculture, pollution, service delivery etc. For the same,

i. Critical governance problem statements will be identified by the different departments of the Govt. of Haryana. A total of 5 challenges/ problem statements will be identified each year across departments and sectors.
ii. Thereafter, potential solutions to address the identified problem statements will be invited from industry players, startups, research institutions etc.
iii. Solutions/ Proof of Concepts (PoC) against the identified problem statements will then be presented to the concerned departments and tested initially in a controlled environment with the support of the concerned departments.
iv. From the presented PoCs, a maximum of 3 PoCs against each problem statement will thereafter be identified for development of Minimum Viable Solutions and testing on ground in real-world scenarios. Each of the PoCs selected for development of Minimum Viable Solutions will be awarded INR 20 lakhs by the Govt. of Haryana.
v. The Minimum Viable Solution that is thereafter found to be most efficient and cost effective will be selected for development into a full-fledged solution and the firm/ enterprise whose minimum viable solution is selected will be awarded INR 50 lakhs.

12.4 Subsidized Compute Capacity for Micro and Small Enterprises of Haryana

To democratize access to advanced digital infrastructure and promote innovation in Artificial Intelligence, data science and other compute-intensive technologies, the Government of Haryana will provide financial support towards compute capacity for eligible Micro and Small Enterprises (MSEs) operating in the State.

Eligible enterprises will be entitled to reimbursement of up to 50% of the eligible expenditure incurred towards procurement or usage of GPU or other high-performance compute capacity, subject to a maximum reimbursement of INR 10 lakh per unit per financial year, for a period of up to three (3) years per unit under this Policy.

Regulatory
Reforms

13. Simplified Regulatory Regime

Further, in its endeavour to create a conducive business climate for the IT/ITeS sector, the Government of Haryana has implemented some landmark reforms for regulatory simplification. These reforms are aimed at improving the Ease of Doing Business in the State and ensuring a hassle-free experience for the investor.

13.1 Constitution of Haryana Enterprise Promotion Centre for promotion of Ease of Doing Business

The Government of Haryana has established the Haryana Enterprise Promotion Centre (HEPC) as a dedicated nodal agency under the Haryana Enterprises Promotion Act, 2016 (HEPA) to facilitate and promote ease of doing business in the State. Operating as a single-roof clearance mechanism, HEPC streamlines the process of obtaining clearances, approvals and licenses required by businesses and investors to set up and operate enterprises in Haryana.

13.2 Invest Haryana Single Window Portal

The Government of Haryana has developed the Invest Haryana Single Window Portal as an integrated online platform to simplify and expedite the process of setting up businesses in Haryana. This portal serves as a one-stop digital interface to streamline regulatory processes and ensure ease of access to over 140 business related services, ensuring transparency, reduced paperwork, and minimization of delays by providing a seamless, end-to-end service experience.

13.3 Timebound Clearances for All Services

The Government has laid down clearly defined timelines for delivery of services on the Invest Haryana Single Window Portal. The Government will ensure that approvals for all services are granted within the timelines specified.

13.4 Self-Certification and Third-Party Certification

The Government of Haryana has allowed Self-certification vide Notification No. 11/12/2018-4Lab dated 03.05.2018 (as amended from time to time), for Labour related clearances and approvals under 14 acts of the Labour Department in Haryana as shown below:

- Factories Act, 1948 and Rules framed thereunder.
- Minimum Wages Act, 1948 and Rules framed thereunder.
- Payment of Wages Act, 1936 and Rules framed thereunder.
- Contract Labour (Regulation & Abolition) Act, 1970 and Rules framed thereunder.
- Payment of Bonus Act. 1965 and Rules framed thereunder.

- Payment of Gratuity Act, 1972 and Rules framed thereunder.
- Maternity Benefit Act, 1961 and Rules framed thereunder.
- Child Labour (Prohibition & Regulation) Act, and Rules framed thereunder.
- Shops & Commercial Establishments Act, 1958 and Rules framed thereunder.
- The Inter-State Migrant Workmen (RECS) Act, 1979 and Rules framed thereunder.
- The Equal Remuneration Act, 1976 and Rules framed thereunder.
- Motor Transport Workers Act, 1961 and Rules framed thereunder.
- Punjab Industrial Establishments (National & Festival Holidays & Casual and Sick Leave) Act, 1965.
- The Building and Other Construction Works (Regulation of Employment and Conditions of Service) Act, 1996

The Government of Haryana has also notified 3rd Party Certification/ Audit Scheme (Amendment), 2018 vide Notification No. 11/13/2018-4Lab dated 03.05.2018 (as amended from time to time) to facilitate entrepreneurs for complying with the provisions of Factories Act, 1948 and rules framed there-under.

13.5 Online single return for various Acts pertaining to the Department of Labour

The Labour Department has implemented the online submission of a unified single return under all labour laws.

13.6 Allowing three shifts and night shifts for Women

IT/ITeS Units will be permitted 3 shift operations with women allowed to work during night shifts, subject to adherence to necessary norms by the units with respect to the safety and security of women employees. In addition, the Labour Department will implement an auto-renewal system basis self-certification for such permissions (subject to fulfilling necessary regulatory compliance) and encourage faceless and paperless approval.

13.7 Compliances Reduction and Deregulation

The Government of Haryana has undertaken the following key reforms to simplify and consolidate regulatory processes, remove duplicative licensing requirements and expedite approvals at both the establishment and operational stages of businesses:

- To provide flexibility to developers, the Government will promote mixed land use in new master plans, with a particular focus on Transit Oriented Development (TOD) zones
- The State has introduced a prohibited list of activities under the Mixed Land Use category in the Development Plans. All activities, except those explicitly included in the

prohibited list, will be considered permissible, subject to compliance with the prevailing policy parameters.

- Third-party certification have been introduced for granting Consent to Operate (CTO) to Green category industries (other than MSMEs). For MSMEs in the Green category, CTO through self-certification has been allowed.
- The State has reduced timelines from 30 working days to 21 working days for providing Consent to Establish and Consent to Operate.
- The State has expanded the list of White Category Industries to 734 incorporating the recent changes in the White Category list issued by CPCB.
- A provision for instant automated CLU approval has been introduced in designated industrial zones and the documentation required to obtain Change of Land Use (CLU) approval has been streamlined to only three essential documents - the ownership document, the project report, and the indemnity bond.
- The area requirement for establishing industries has been completely waived.
- The State has removed earlier restrictions that prohibited women from working in certain hazardous industries.
- The State has allowed the industries on 20 ft. (6m) wide village link roads also in the agriculture/rural zone and industrial units in agriculture zone having direct access from Schedule Road, National Highway and State Highway.
- Clearances for obtaining utilities such as electricity and water connections have been fully integrated into the Invest Haryana Portal.
- The threshold under the Haryana Shops and Commercial Establishment Act, 1958 has been increased from 0 to 20 workers, thereby reducing compliance obligations for smaller establishments.
- The State has also increased daily working hours from 9 to 10 and weekly quarterly overtime upto 156 hours.
- The Haryana Building Code has been amended in line with global best practices to allow for unrestricted FAR, unrestricted Ground Coverage and unrestricted Maximum Permissible Height have been permitted subject to fulfilment of fire safety, structural safety, light & ventilation and parking norms as specified in the code and payment of fees/ charges as applicable.
- The Haryana Building Code has also been amended to allow third-party agencies to grant Occupation Certificates for high-risk buildings.

13.8 Timely Processing of Incentive Applications:

To enhance transparency, certainty, and timeliness in the processing and disbursement of incentives, the State Government will ensure upfront release of fifty percent (50%) of the eligible incentive amount after preliminary scrutiny of the incentive claim within seven (7) working days from the date of submission of the application. The remaining fifty percent (50%) of the eligible incentive will thereafter be disbursed within forty-five (45) working days from the date of application after detailed scrutiny of applications.

The timeliness of incentive processing and disbursement will be tracked through the Invest Haryana Single Window Portal. In case of any delay purely attributable to the concerned Department, interest at the rate of 8% per annum, or such different rate as may be notified by the Government from time to time, will be payable on the delayed incentive amount.

Note: All the eligible IT/ITeS units will be given the above regulatory benefits in addition to the ones mentioned in the Make in Haryana Industrial Policy (as amended from time to time) or any new Industrial Policy of the State

Annexure - I

List of Indicative Services under IT

The following is an indicative and non-exhaustive list of activities classified under the Information Technology (IT) sector.

Software and Digital Product Development

- Application software development, customization, maintenance and testing
- System software development and digital product engineering
- Enterprise software and platform development
- Website, web application and mobile application development
- E-commerce technology platforms and digital product development
- Digital platforms, Software-as-a-Service (SaaS) and other software-enabled technology services

Cloud, Infrastructure and Network Technologies

- Cloud computing services and cloud-native solution development
- Data centre technology services and related software platforms
- Network design, administration and infrastructure management
- System integration and technology platform integration services
- Internet-based software services, web hosting and managed digital platforms

Data and Cybersecurity Technologies

- Data management, database development and administration
- Big data platforms, analytics software and data engineering solutions
- Cybersecurity software, security solutions and cyber risk management technologies
- Digital identity, encryption and security technology solutions

Communication and Digital Connectivity Technologies

- Electronic Data Interchange (EDI) and digital data exchange technologies
- Video conferencing, collaboration platforms and unified communication solutions
- Satellite communication technology services including VSAT and similar communication technologies

Emerging and Advanced Technologies

- Artificial Intelligence (AI), Machine Learning (ML) and advanced analytics software development
- Blockchain and distributed ledger technology platforms
- Internet of Things (IoT) technology platforms and connected device software
- Robotics software, automation technologies and intelligent systems development

Other Technology Services

- Technology research, innovation and software engineering services
- Development and operation of digital platforms and technology ecosystems

Any other similar or related **Information Technology services as may be notified by the Government of India or the State Government from time to time.**

Annexure - II

List of Indicative Services under ITeS

Digital and Technology-Enabled Business Services

- Business Process Management (BPM) and Business Process Outsourcing (BPO)
- Global Capability Centres (GCCs)
- Customer interaction services including contact centres, help desks and omnichannel support services
- Remote technical support and IT helpdesk services
- Content moderation and digital trust & safety services

Knowledge and Professional Services

- Data analytics, data processing, data integration and reporting services
- Market and business intelligence services
- Translation, transcription, localization and language processing services
- Medical transcription and healthcare documentation services
- Remote IT consultancy and advisory services including ERP, CRM, MRM and enterprise systems support

Digital Content and Creative Services

- Animation, gaming and interactive media services
- Digital content creation, management and delivery services
- Multimedia production and digital publishing services
- Remote education, e-learning and digital training services

Technology-Enabled Operational Services

- IT facilities management services
- Remote infrastructure management services
- System monitoring, system upgradation and customization support services
- Geographic Information System (GIS) and geospatial information processing services
- Software maintenance and technical support services

Emerging Technology-Enabled Services

- Artificial Intelligence-enabled business services and automation services
- Blockchain-enabled service platforms and distributed technology services
- Robotics process automation and intelligent automation services
- Internet of Things (IoT) monitoring and connected services platforms
- Cybersecurity monitoring and managed security services
- Cloud-based managed services and digital platform operations

Other Technology-Enabled Services: Any other similar or related technology-enabled services delivered using information technology infrastructure or digital platforms as may be notified by the Government of India or the State Government from time to time.

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